


| | | |
|---|--|--------------------------------------|
|  | <h1>Garner Police Department</h1> <h2>Written Directive</h2> | |
| | Chapter: 800 - Operations | |
| | Directive: 820.02 – Telephone Reporting | |
| Authorized by: Chief Joe Binns | | Effective Date: June 15, 2021 |
| CALEA Standards: 81.2.13, 82.2.5 (6 th Edition) | | |

820.2.1 - Purpose

The purpose of this directive is to establish a telephone reporting program to respond to citizen complaints or requests in a timely, efficient manner.

820.2.2 - Policy

It is the policy of the Garner Police Department to offer telephone response to certain categories of calls for service. Telephone reporting will allow the Department to evaluate and address citizen needs while using resources in a more efficient manner.

820.2.3 – Procedure (81.2.14)

- A. Upon receiving a call, the [Raleigh-Wake Emergency Communications Center \(RWECC\)](#) telecommunicator will assess the call for a telephone response based on the following criteria:
 1. Personal injury has not occurred nor is there imminent danger or threat of injury;
 2. There is not the imminent danger of property damage;
 3. The incident is not in progress;
 4. There is no physical evidence to be obtained at the scene;
 5. There are no suspects nor witnesses to be interviewed;
 6. The caller is agreeable to service by telephone; and
 7. The crime is a misdemeanor; felony reports may only be taken by telephone with the permission of a supervisor.
- B. If the call meets the appropriate criteria, the telecommunicator will contact the Telephone Response Officer assigned at the Police Department if one is on duty. If the Telephone Response Officer is not on-duty or is not available, the telecommunicator will dispatch the call to the appropriate beat officer so contact may be established with the complainant by telephone.
- C. Incidents that qualify for telephone reporting commonly include (but are not limited to) the following:
 1. Reports for insurance purposes only;
 2. Talk with an officer;
 3. Any larceny except pocket-picking, purse snatching, or shoplifting;

4. Lost property reports;
 5. Indecent or harassing telephone calls;
 6. Damage to property;
 7. Identity theft or fraud where the suspect is not in town, but the crime has a nexus to Garner;
 8. Legal interpretations; and,
 9. Supplementary information on previously reported crimes or incidents that does not involve additional evidence.
- D. Police Records Specialists may take reports over the phone or in person for the following incidents:
1. Reports for insurance purposes only;
 2. Lost property reports; and,
 3. Supplementary information on previously reported crimes or incidents that does not involve additional evidence.
- E. If the Telephone Response Officer or Police Records Specialist receives a call that requires first-aid instruction, the call will be immediately transferred to RWECC so that their staff can provide Emergency Medical Dispatch services. Department personnel will not provide emergency first-aid instruction by phone.
- F. If the Telephone Response Officer or Police Records Specialist makes contact with the complainant and determines a traditional response is required or more appropriate based on the circumstances, the call will be forwarded to a field officer for a traditional response to the complainant's location.